

IMPORTANT SAFETY RECALL

Mercedes-Benz USA, LLC
A Mercedes-Benz Group AG Company
One Mercedes-Benz Drive
Sandy Springs, GA 30328
Phone: (800) 367-6372

This notice applies to your vehicle, VIN: [REDACTED]
Update Communication Module SIM Card Software
MBUSA ID: 2022060005, NHTSA Recall ID: 22V365

Over-The-Air Update: No Dealership Visit Required

2022060005
[REDACTED]
[REDACTED]
[REDACTED]



July, 2022

Dear Mercedes-Benz Owner:

This notice is being sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz vehicles, has decided that a defect which relates to motor vehicle safety exists in certain model year ("MY") 2017-2022 CLA-Class, GLA-Class, GLE-/GLS-Class, SLC-Class, A-Class, AMG GT-Class, C-Class, E-Class, S-Class, SL-Class, GLC-Class, CLS-Class, AMG GT 4-doors Coupe, GLE-Class Coupe, GLB-Class, and G-Class vehicles. Our records indicate that your vehicle is included in the affected population.

What is the issue?



The communication module's SIM card software might become disabled, and prevent a connection with a mobile phone network. In this case, the manual as well as the automatic eCall function would not be available, which could preclude or delay the arrival of emergency responders. This might increase the risk of an injury following an emergency event.



What will your Mercedes-Benz Dealership do?

NO DEALER VISIT IS NECESSARY for the Over-The-Air ("OTA") update. An OTA update will update the communication module's SIM software on the affected vehicles. No action by you or the dealer is needed for the OTA update. If the OTA update cannot be successfully completed, the customer will be notified via a follow up letter and advised to visit an authorized dealer to have the remedy completed. **This service will be provided free of charge.**



How do I know campaign was completed?

A VIN-based recall lookup tool on our MBUSA.com and NHTSA/Recalls website offers a search feature that will indicate whether vehicle has had the free remedy performed. See www.mbusa.com/recall or go to <https://www.safercar.gov> and check if the campaign number above has been completed.

We apologize for any inconvenience this may have caused and look forward to taking care of this important safety recall immediately.

Sincerely,
Mercedes-Benz USA

Don't wait. Find an authorized Mercedes-Benz dealership near you at mbusa.com/recall and schedule the recall repair right away.



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What if I no longer own or drive the vehicle or would like to update my contact information?

In the event you need to update your contact information or have updates concerning the vehicle, please visit mbusa.com/recalls (or scan the QR Code to the left) and submit your VIN using our VIN recall lookup tool and filling out the "Recall Contact Information" section on the website. If possible, please provide any contact information of the current owner/driver so we can contact them.

Additional Information for Owners:

A VIN-based recall lookup tool is available at mbusa.com/recalls, which can be used to check whether a vehicle has been subject to a safety recall, or had the remedy performed. Should you have any questions or encounter any difficulty regarding this Recall Campaign, please contact an authorized Mercedes-Benz dealership.

Should an authorized Mercedes-Benz dealership be unable to address your concerns please contact us at **1-(800) FOR-MERCEDES (1-800-367-6372)**. We are always happy to hear from you.

If this is a leased vehicle and the lessor and registered owner receive this notice, please forward this information by first class mail to the lessee within 10 business days to comply with Federal Regulations.

If an authorized Mercedes-Benz dealer for any reason is unable to remedy the situation without charge, or within a reasonable amount of time, Pursuant to law 49 U.S.C. Chapter 301, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, S.E., Washington, D.C. 20590 or call the toll-free Auto Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153); or go to <https://www.safercar.gov>.

Reimbursement to Customers for Repairs Performed Prior to Recall

If you have already paid to have this recall condition corrected you may be eligible to receive reimbursement. Requests for reimbursement may include parts, labor, fees and taxes. Reimbursement may be limited to the amount the repair would have cost if completed by an authorized Mercedes-Benz dealer. The following documentation must be presented to your dealer for reimbursement.

Original or clear copy of all receipts, invoices and/or repair orders that show:

- The name and address of the person who paid for the repair.
- The Vehicle Identification Number (VIN) of the vehicle that was repaired.
- What problem occurred, what repair was done, when it was done and who repaired it.
- The total cost of the repair expense that is being claimed.
- Proof of payment of repair (copy of front and back of cancelled check, or copy of credit card receipt).
- Reimbursement will be made by check from your dealer.

Please speak with your dealer concerning this matter. Thank you for your cooperation.

Don't wait. Find an authorized Mercedes-Benz dealership near you at mbusa.com/recall and schedule the recall repair right away.

